

**Disaster Business Case Management Task Force meeting notes
Tuesday, July 13, 2010**

In attendance: Mike Rizer (*Iowa Association of Business and Industry*), Liz Kennedy (*Affected business owner, Des Moines*), Jim Heckmann (*Iowa Small Business Development Centers*), Ann Poe (*Rebuild Iowa Office, Cedar Rapids*), Susan Dixon (*Iowa Homeland Security and Emergency Management Division*), Bob Harschnek (*Cedar Rapids Area Chamber of Commerce*), Maureen Osako (*Affected business owner, Cedar Rapids*), Shannon Meyer (*Cedar Rapids Area Chamber of Commerce*), Meredith Marshall (*Iowa Department of Economic Development*), A.J. Mumm (*Iowa Emergency Management Association*), Julie Struck (*Rebuild Iowa Office*), Jim Henter (*Iowa Retail Federation*), Joe Myhre (*Iowa Association of Regional Councils*), Joe Folsom (*U.S. Small Business Administration*), Jacqui DiGiacinto (*Rebuild Iowa Office*), Representative from the Legislative Services Agency, and Emily Hajek (*Rebuild Iowa Office*).

Via telephone: Francisco Molina (*Safeguard Iowa Partnership*), Deb Crosser (*Professional Developers of Iowa*), Senator Rob Hogg and Representative Kirsten Running-Marquardt.

Absent: Senator Shawn Hammerlinck and Representative Betty DeBoef.

Introductions

Purpose and Role of the Task Force

A formal report of recommendations is due to the Governor and the General Assembly by November 15, 2010.

Task Force needs to address:

How to help businesses be better prepared for the next disaster

Businesses need a toolkit/a process in place for the next disaster

Put a process in place that is realistic and helpful to businesses

- Determine operational needs

- Establish benchmarks

- Provide information and referral resources

Utilize the connections in the group to reach out to businesses locally and nationally

Agencies and the private sector are looking for a role to play; this task force can help define what needs to be done and who can be of assistance throughout the lifecycle of the disaster

Develop recommendations for specific disaster assistance programs for business because there is too much “political” pressure for housing versus business assistance once a disaster event occurs

Major ideas discussed during the meeting:

Create a roadmap for businesses to follow in the recovery process, begin with preparedness

Develop a toolkit that will incorporate best practices, lessons learned and stories from the 2008 disaster event

Be creative with business disaster assistance – create a cadre of business owners that can assistance/mentor businesses that have been impacted by disaster

Business programs have a layering affect during recovery and programs are not holistic nor flexible – do a comprehensive needs assessment before programs are developed to better understand the needs

- Determine what type of services needs to be provided

- What type of gaps are being covered

Determine how the state can provide immediate cash to businesses – follow through with accountability, responsibility and understanding of how this affects/impacts the DOB process

- State mandated insurance, develop an income tax fund

- Disaster insurance programs at the state level

Businesses should be registered during the preparedness phase so that they are more easily located after a disaster event

Determine a matrix/level of business assistance through data points such as revenue, employment size, etc.

Risk Management needs to be developed and executed for businesses

- Scalability

- Risk vs. Reward

- If this ..., then need this ... (high occurrence, high impact; high occurrence low impact) etc.

Engage insurance commissioner and attorney general

Develop sustainability resources to increase awareness

Presentations

Individual Case Management in Iowa, Julie Struck

Cedar Rapids Flood Recovery Experience, Shannon Meyer and Bob Harschnek

National Recommendations for Business Case Management, Shannon Meyer

Wrap-Up

Selection of Task Force Chair, Jim Heckmann of the Iowa Small Business Development Centers

Suggested Timeline, next meeting on Tuesday, August 10, 2010